

# S I L V E R S A N D S

## Pre-Arrival and Arrival Information

1. It is a requirement that we have a copy of all guests, (including any children) passports as identification. To limit contact, a copy of passports should be emailed to us at [reservations@silversandsgrenada.com](mailto:reservations@silversandsgrenada.com) or by WhatsApp to +1 473 423 4952
2. The credit card used to make your booking must have the same name as the lead name on reservation. In addition to the charge for full accommodation and pre-booked transfers, meal plans etc, a pre-authorisation amount of US\$300/day, will be processed on your credit card as security for incidental charges (meals, beverages, spa, boutique etc) during your stay. If you have any questions about our standard hotel credit procedures, or request for a different card to be used at check-in please let us know.
3. As mandated by MOH, all travellers will be required to provide results of a negative COVID-19 test taken within 7 days prior to travel to Grenada. A copy of the test is to be handed to authorities on arrival along with the health declaration forms which can be found at <https://covid19.gov.gd/>.
4. You will be transported to the hotel by official hotel car or approved taxi at your expense unless otherwise stated in your confirmation.
5. You and your travelling party are required to quarantine for 4 days at the hotel but will be free to move around the resort with protocols of distancing and masks as advised. On day 4 the Ministry of Health will conduct a COVID PCR test from the comfort of your hotel room at no cost to you. If your stay is less than 4 days, you will stay within the confines of the resort for that period.
6. Test results take 1 - 2 days, therefore if you are planning to move around the island, your hotel reservation must be for a minimum of 5 days. Upon being given all clear you will be free to explore Grenada while observing mask and distancing protocols.
7. Your mini bar will be stocked with your pre-selected items from the attached list and replenished only at your request.
8. A resort and room orientation is available, please contact us or refer to your in-room directory for more information.

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## Dining and Spa

Upon arrival at the Restaurants, Bars or Spa, guests are requested to wear a mask, have temperature taken, and sanitise of hands. It is not necessary for you to continue to wear a mask during meal service. Tables and treatment areas have been prearranged to ensure physical distancing.

A QR code is available to download our menus onto your personal QR reader friendly device. (you may wish to download now to your device, you only need to do this once). Inside you will find Restaurant & Bar menus, Room Service menu and Spa menu. You may choose to order directly from your device, or our servers will be happy to assist with an order table side (with distancing protocols in place).



## In Room Personal Mini-Bar

To ensure you have your preferred snacks and beverages in your room or villa, please see the attached order sheet. Kindly let us know what you would like stocked and we will only stock these items, with charges as indicated on the order sheet. Items will only be restocked at your request.

## Housekeeping Service

We will service your room or villa as normal twice daily, if you prefer to make other arrangements for less frequent contact, please let us know and we can arrange to suit. Increased protocols are in place including the use of gloves and masks by our team members while in your room or villa.

## Poolside and Beach

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Sunbeds and poolside dining tables have been rearranged to ensure physical distancing. Poolside and beachside service will continue as normal with protocols in place.

## Acknowledgement and Agreement of Protocols

You are asked to acknowledge the protocols prior to arrival and again when entering the hotel facilities. This form is attached and required to be emailed or scanned back to us [reservations@silversandsgrenada.com](mailto:reservations@silversandsgrenada.com) or by WhatsApp to +1 473 423 4952